

Weekly bulletin

85th edition

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Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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Benefits of the Assisted Completion Service

Are you aware of how the [TSS Assisted Completion Service](#) can benefit you?

Simply click the **Assisted Completion** button on each of your five declarations on the [TSS Portal](#) and a TSS agent will complete these declarations on your behalf! All you need to do is provide the agent with some important information from your Commercial Invoice and Packing Slip **using a provided template**. Please make sure you save the template and upload it to TSS so that the agent can access the data you have populated. The 'Help' and 'Examples' tabs on the data template provided by the TSS agent will show you how to extract the information required from these two documents.

The service provides complimentary support for traders submitting Supplementary Declarations for goods movements from Great Britain (GB) to Northern Ireland (NI), either direct or via Ireland.

You can use the service for:

- Support with the **completion of up to five Supplementary Declarations per month**

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- Supplementary Declarations with a **Tax Point Date under 330 days old**
- Supplementary Declarations **where an agent or intermediary is not being used**

More guidance on how to gather all the required data can be found in this [quick guide](#).

See the [Assisted Completion Service guide](#) for a more in-depth overview and step-by-step guidance. For any questions, please contact the [TSS Contact Centre](#) on 0800 060 8888.

New TSS features and NICTA improvements coming in August

We'd like to give you advance notice of expected changes to TSS and the Northern Ireland Customs & Trade Academy (NICTA) website in August.

These changes are based on the feedback you have provided and will include:

- Multiple enhancements to streamline the number of automated emails sent to TSS users. This includes the consolidation of daily emails and the ability to manage the recipients of automated emails on the TSS company profile
- Introducing the ability to review declaration parties on the TSS company profile, enabling easy ability for importers to see all hauliers moving their goods
- Introducing the ability to upload official UKTS authorisation documents to the TSS company profile, enabling TSS users to have their UKTS status validated on their TSS account

Some changes will require core functionality to be disabled during scheduled times for release deployment into the production environments. The current plan is to disable core functionality during the following times:

- Production: 17.00 – 22.00, Sunday 21 August 2022

Please note these dates and times are subject to change; we will confirm the outage window 1–2 weeks ahead of disabling the core functionality

Error code guidance – CDS49999

If you notice the CDS error code 'CDS49999' whilst submitting your declarations for goods movements that have occurred in 2022, the most likely cause is that there is a missing document reference code for the 'EU Greenhouse Gases' field.

This error commonly presents as:

Error Message

ValidationCode: CDS49999;CodeDescription: Other errors
: cvc-complex-type.2.4.b: The content of element 'ns4:validationResults' is not complete. One of '{["http://cmm.core.ecf/BaseTypes/cmmServiceTypes/tariff/2017/01/26/";pointers]' is expected.

To resolve this issue, you will need to identify if any of your declared commodity codes contain the EU import measure 'Import control of fluorinated greenhouse gases', using the [Northern Ireland Tariff Tool](#). This tool will specify the appropriate document code to declare for your particular commodity.

However, please ensure that a status code is not entered against these specific document codes.

If you need any further support resolving this error code, please contact the [TSS Contact Centre](#) on 0800 060 8888.

TSS tips: Completing open Supplementary Declarations

Do you have multiple Supplementary Declarations open, ready to be completed?

Please ensure that you complete your oldest Supplementary Declarations first and your most recent ones last. This will ensure that your open declarations are completed in a timely manner and will limit a build-up of old declarations. Please note, the Assisted Completion service can assist you by completing five Supplementary Declarations on your behalf each month. Please see the Assisted Completion Article above for more information.

The following documents can provide support on this topic:

- [Supplementary Declarations: Step-by-step guide](#)
- [Checklist: Supplementary Declarations](#)

If you need any further support resolving this error code, please contact the [TSS Contact Centre](#) on 0800 060 8888.

TSS tips: Make the most of your TSS Company Profile!

Your TSS Company Profile is a hub of information and tools. Are you making the most of it?

From providing your TSS Number to listing your preferred payment options, your TSS Company Profile can do many things:

- Lists your **personal numbers**: TSS number, Deferment Account number, CFSP EIR Authorisation number, VAT Registration number, EORI number
- Details and allows you to change your preferred **payments methods**

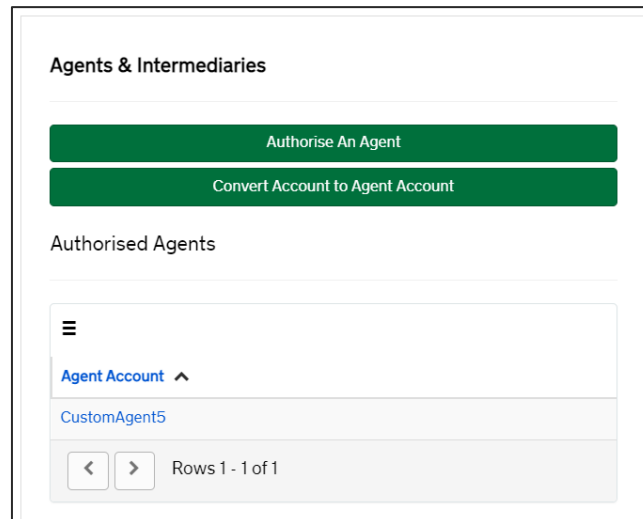
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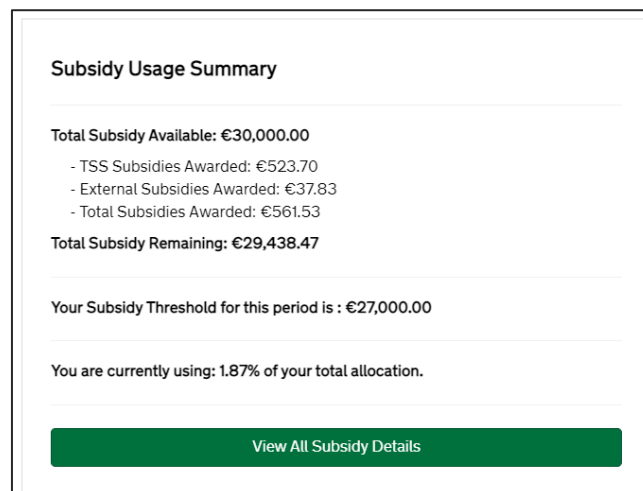
- Lists your **authorisations and restrictions**

There is also a selection of widgets that allow you to manage certain elements such as:

- **Agents & Intermediaries:** Allows you to authorise an agent or convert your account to an agent account



- **Subsidy Usage Summary:** Check your available, remaining and threshold Subsidy



Visit your [Company Profile](#) to see what it offers and how it can help you!

Apply for and use your own Duty Deferment Account (DDA)

Using your own Duty Deferment Account (DDA) allows you to delay paying most customs or tax charges when you import goods or release goods from an excise warehouse.

Both traders and agents/intermediaries can apply for a DDA.

As an agent or intermediary submitting customs declarations on behalf of a trader, you may use either your own DDA or your trader's, provided that your trader has authorised you to act on their behalf.

To apply for a DDA for use in Northern Ireland, please provide all required information for your application to be processed. HMRC aims to process the application as soon as possible but it may be longer before you are able to use your DDA as a Customs Comprehensive Guarantee (CCG) is also needed for all Northern Ireland DDA applications.

You should aim to apply as soon as you can. More information about how to apply can be found [here](#).

Once your application has been successful, refer to this [guidance](#) on NICTA on how to add the DDA details to your TSS profile and your Customs Declaration Service (CDS) financial dashboard.

Apply to the UK Trader Scheme (UKTS) to declare goods not 'at risk' of moving to the European Union

If you are moving goods from Great Britain to Northern Ireland and those goods are to remain in Northern Ireland, you can declare your goods as being not 'at risk' of moving into the EU to avoid becoming subject to EU import duty. Becoming authorised under the UK Trader Scheme (UKTS) is the simplest way to be able to declare goods not 'at risk'.

To review the eligibility criteria and make an application, [visit the UK Trader Scheme page on GOV.UK](#). We recommend that you allow sufficient time for the application process and apply at least a month before you intend to move your goods.

Some key points to consider:

- You should be moving goods from Great Britain to Northern Ireland, with your goods for sale to, or for final use by end consumers located in the UK
- You will need to demonstrate that your goods are:
 - Not 'at risk' of moving to the EU by being able to show records, systems, controls, and evidence of your Great Britain to Northern Ireland movements
 - For sale to, or provided for final use by, end consumers located in the UK
- You must meet the [qualification criteria](#) for the scheme

For further information about how to apply click [here](#).

Feedback on the bulletin

If you would like to provide feedback on this week's bulletin, you can fill out this [short 1-minute survey](#).

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TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

[Contact options](#)

Tel: 0800 060 8888

Welsh speakers Tel: 0800 060 8988

Northern Ireland Customs & Trade Academy (NICTA)

Find [guides, webinars, and training](#) on the NICTA website to assist with your customs movements and using TSS.